

BEACON Support Team (BST) Sponsor Meeting

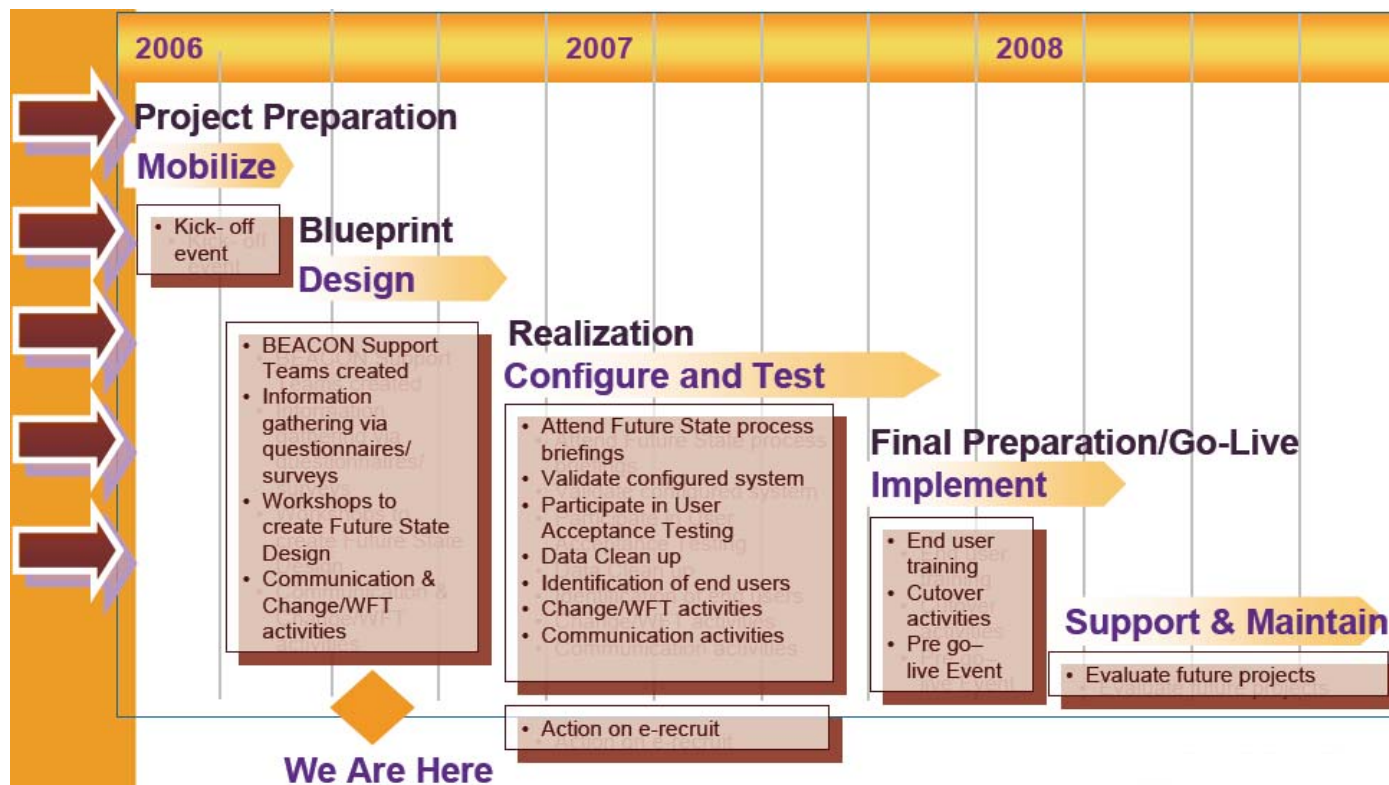
August 29, 2006

Agenda

- Project Status Update
- BST Scorecard
- Improving Communications
- Project Governance Structure Update
- Workforce Transition Overview
- Upcoming Project Activities
- Questions and Answers

Project Update

- Project Timeline
- Project Staffing and Resources







BST Scorecard

BST Scorecard Overview

- BST scorecard is a useful tracking tool that:
 - Captures a snapshot of current progress each agency is making to complete key BEACON HR/Payroll Project activities;
 - Identifies key activities that agencies may need additional support from the BEACON HR/Payroll Project Team to successfully complete in a timely manner; and
 - Allows agencies to document concerns to the BEACON HR/Payroll Project Team, which may trigger the need for additional support.
- BST scorecard tracks progress with various BEACON HR/Payroll Project activities such as:
 - Attendance at monthly BST Sponsor/Lead meetings;
 - Communications survey requests;
 - Position classification requests;
 - Design session questionnaire responses;
 - BST member listing request; and
 - Workforce transition information requests.

BST Scorecard Status

- When documenting the status of each task, the following color coding is used:
 -  – **Green:** Task completed before or on due date, no additional support needed by BEACON HR/Payroll Project Team.
 -  – **Yellow:** Task not completed within 5 business days after due date, potential concerns may exist that require discussion with BEACON HR/Payroll Project Team.
 -  – **Red:** Task not completed; BEACON HR/Payroll Project Team support required immediately.
 -  – **Pink:** Task completion pending with special circumstances; BEACON HR/Payroll Project Team support required immediately.
- Each cell in the BST scorecard spreadsheet is highlighted with the appropriate color.

BST Scorecard Management

- The BST scorecard will be updated weekly to reflect updates to tracking various change management activities and will be posted in the password protected area on the BEACON HR/Payroll Project website.
- Ongoing BST scorecard meeting, workshop and information requests will be focused on change management/communication activities.
- BST Sponsors and Leads will review the BST scorecard information and their agency's progress relating to BEACON HR/Payroll Project activities, helping to solve issues as they arise.
- If BSTs have questions pertaining to the BST scorecard items, please contact Edward Brodsky at 919-431-6520 or email edward.brodsky@ncosc.net.

BST Scorecard – Questionnaire Response

For Period Ending: August 25, 2006		Design Session Questionnaires - 1st Wave																								COLOR CODES		
DUE DATE	6/29/06	6/29/06	7/1/06	7/1/06	7/1/06	7/1/06	7/1/06	7/1/06	7/1/06	7/1/06	7/1/06	7/1/06	7/1/06	7/1/06	7/1/06	7/1/06	7/1/06	7/1/06	7/1/06	7/1/06	7/1/06	7/1/06	7/1/06	7/1/06	7/1/06			
ACTIVITY	Organizational Mgmt.	Holiday & Payroll Calendars & Pay Structure	Earnings	Time Mgmt. for 24x7 Support Staff	Personnel Administration	Time Quotas & FMLA	Training & Events Mgmt.	Deductions	Time Mgmt. for Health Services Staff	Personnel Development	Benefits Administration	Checks & Garnishments	Check/ACH Creation & Distrib.	Off-Cycle Processing/Claims	Integration to FICO & 3rd Party Remit. - DOT	Integration to FICO & 3rd Party Remittance - CP	Time Mgmt. for Reg. Salaried or Hly Employees	Time Mgmt. for Law Enforcment /Freighters/ Emerg. Mgmt.	Tax Calc., Tax Rptg & Non-Resident Alien - DOT	Tax Calc., Tax Rptg. & Non-Resident Alien - CP	Concurrent Employment	Leaves of Absence	Integration with FIPayroll	Time Mgmt. for Educational Staff	White - Not begun	Blue - Complete	Tan - Delayed	
AGENCY																												
Administrative Office of the Courts	G	G	G	G	G	G	G	G	N/A	G	G	G	G	G	N/A	G	G	N/A	N/A	G	G	G	G	N/A	N/A	Yellow-Request not Complete, deadline pending 5-day grace pd	Red-Request not Complete, deadline past 5 day grace pd	Pink-Completion pending w/ special circumstances
Crime Control & Public Safety	G	G	G	N/A	G	G	G	G	N/A	G	G	G	Y	G	N/A	G	G	G	N/A	G	G	G	G	N/A	N/A			
Department of Admin./Lt. Governor's Office	G	G	G	G	G	G	G	G	N/A	G	G	G	G	G	N/A	G	G	G	N/A	G	G	G	G	G	N/A	Green - Information Request Completed (C - Request completed, returned)	Green - Information Request Completed (C - Request completed, returned)	Green - Information Request Completed (C - Request completed, returned)
Department of Agriculture	G	G	G	G	G	G	G	G	N/A	G	G	G	G	G	N/A	G	G	G	N/A	G	G	G	G	N/A	N/A			
Department of Commerce	G	G	G	G	G	G	G	G	G	G	G	G	G	G	N/A	R	G	N/A	N/A	N/A	G	G	G	G	N/A	Green - Information Request Completed (C - Request completed, returned)	Green - Information Request Completed (C - Request completed, returned)	Green - Information Request Completed (C - Request completed, returned)
Department of Corrections	G	G	G	G	G	G	G	G	G	G	G	G	G	G	N/A	G	G	N/A	N/A	N/A	G	G	G	G	N/A			
Department of Cultural Resources	G	G	G	N/A	G	G	G	G	N/A	G	G	G	G	G	N/A	G	G	N/A	N/A	G	R	G	G	G	N/A	Green - Information Request Completed (C - Request completed, returned)	Green - Information Request Completed (C - Request completed, returned)	Green - Information Request Completed (C - Request completed, returned)
Dept. of Environment & Natural Rsrcs.	G	G	G	G	G	G	G	G	G	N/A	G	G	G	G	N/A	G	G	N/A	N/A	G	R	G	G	G	N/A			
Dept. of Health & Human Services	G	G	G	G	G	G	G	G	G	G	G	G	G	G	N/A	G	G	N/A	N/A	G	G	G	G	G	N/A	Green - Information Request Completed (C - Request completed, returned)	Green - Information Request Completed (C - Request completed, returned)	Green - Information Request Completed (C - Request completed, returned)
Department of Insurance	G	G	G	N/A	G	G	G	G	N/A	G	G	G	G	N/A	N/A	G	G	N/A	N/A	G	N/A	G	G	G	N/A			
Department of Justice	G	G	G	G	G	G	G	G	N/A	G	G	G	G	G	N/A	G	G	N/A	N/A	G	G	G	G	G	N/A	Green - Information Request Completed (C - Request completed, returned)	Green - Information Request Completed (C - Request completed, returned)	Green - Information Request Completed (C - Request completed, returned)
Dept. of Juvenile Justice & Delinq. Prev.	G	G	G	G	G	Y	Y	Y	N/A	Y	Y	Y	R	G	N/A	Y	G	N/A	N/A	Y	Y	G	G	G	N/A			
Department of Labor	G	G	G	N/A	G	G	G	G	N/A	G	G	G	G	G	N/A	G	G	N/A	N/A	G	G	G	G	N/A	N/A	Green - Information Request Completed (C - Request completed, returned)	Green - Information Request Completed (C - Request completed, returned)	Green - Information Request Completed (C - Request completed, returned)
Department of Public Instruction	G	G	G	N/A	G	G	G	G	N/A	G	G	G	G	G	N/A	G	G	N/A	N/A	N/A	G	G	G	G	N/A			
Department of Revenue	G	G	G	G	G	G	G	G	N/A	G	G	G	G	G	N/A	G	G	N/A	N/A	N/A	N/A	G	G	G	N/A	Green - Information Request Completed (C - Request completed, returned)	Green - Information Request Completed (C - Request completed, returned)	Green - Information Request Completed (C - Request completed, returned)
Department of Transportation	G	G	G	G	G	G	G	G	N/A	G	G	G	G	G	N/A	G	G	N/A	N/A	N/A	N/A	G	G	G	N/A			
Employment Security Commission of NC	G	G	G	G	G	G	G	G	N/A	G	G	N/A	N/A	G	N/A	G	G	N/A	N/A	N/A	N/A	G	G	G	N/A	Green - Information Request Completed (C - Request completed, returned)	Green - Information Request Completed (C - Request completed, returned)	Green - Information Request Completed (C - Request completed, returned)
NC Education Lottery	G	G	G	N/A	G	G	G	G	N/A	G	G	G	G	G	N/A	G	G	N/A	N/A	N/A	N/A	G	G	G	N/A			
Information Technology Services	G	G	G	G	G	G	G	G	N/A	G	G	G	G	G	N/A	G	G	N/A	N/A	N/A	G	G	G	R	N/A	Green - Information Request Completed (C - Request completed, returned)	Green - Information Request Completed (C - Request completed, returned)	Green - Information Request Completed (C - Request completed, returned)
NC Community College System	G	G	G	N/A	G	G	N/A	G	N/A	G	G	G	N/A	G	N/A	N/A	G	N/A	N/A	N/A	N/A	G	G	G	N/A			
NC Housing Finance Agency	G	G	G	N/A	G	G	G	G	N/A	G	G	N/A	N/A	N/A	N/A	N/A	G	N/A	N/A	N/A	N/A	N/A	G	N/A	N/A	Green - Information Request Completed (C - Request completed, returned)	Green - Information Request Completed (C - Request completed, returned)	Green - Information Request Completed (C - Request completed, returned)
Office of Administrative Hearings	G	G	G	N/A	G	G	G	G	N/A	G	G	G	G	N/A	N/A	G	G	N/A	N/A	N/A	N/A	G	G	N/A	N/A			
Office of the State Auditor	G	G	G	G	G	G	G	G	G	N/A	N/A	G	G	G	N/A	G	G	N/A	N/A	N/A	G	G	G	G	N/A	Green - Information Request Completed (C - Request completed, returned)	Green - Information Request Completed (C - Request completed, returned)	Green - Information Request Completed (C - Request completed, returned)
Office of the State Controller	G	G	G	G	G	G	G	G	N/A	N/A	N/A	G	G	G	N/A	G	G	N/A	N/A	N/A	G	G	G	G	N/A			
Department of the Secretary of State	G	G	G	N/A	G	G	N/A	G	N/A	G	G	G	G	G	N/A	R	G	R	N/A	N/A	G	G	G	G	N/A	Green - Information Request Completed (C - Request completed, returned)	Green - Information Request Completed (C - Request completed, returned)	Green - Information Request Completed (C - Request completed, returned)
State Board of Elections	G	G	G	G	G	G	G	G	G	G	G	G	G	N/A	G	G	G	N/A	N/A	N/A	N/A	G	G	G	N/A			
Office of State Budget & Mgmt./Gov's Office	G	G	G	N/A	G	G	G	G	N/A	G	G	G	N/A	N/A	N/A	N/A	G	N/A	N/A	N/A	N/A	N/A	G	G	N/A	Green - Information Request Completed (C - Request completed, returned)	Green - Information Request Completed (C - Request completed, returned)	Green - Information Request Completed (C - Request completed, returned)
Department of State Treasurer	G	G	G	N/A	G	G	G	G	N/A	G	G	G	G	G	N/A	G	G	N/A	N/A	N/A	N/A	G	G	G	N/A			
Wildlife Resources Commission	G	G	G	G	G	G	G	G	N/A	G	G	G	G	G	N/A	G	G	N/A	N/A	N/A	N/A	G	G	G	N/A	Green - Information Request Completed (C - Request completed, returned)	Green - Information Request Completed (C - Request completed, returned)	Green - Information Request Completed (C - Request completed, returned)
Office of State Personnel	G	G	G	G	G	G	G	G	G	G	G	N/A	N/A	N/A	N/A	N/A	G	N/A	N/A	N/A	N/A	N/A	G	G	N/A			
NC School of Science & Math	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Green - Information Request Completed (C - Request completed, returned)	Green - Information Request Completed (C - Request completed, returned)	Green - Information Request Completed (C - Request completed, returned)
State Health Plan	G	G	G	N/A	R	G	G	G	N/A	G	G	G	G	G	N/A	G	G	N/A	N/A	G	G	G	G	N/A	N/A			
Overall Scorecard Scoring																												
Number green	31	31	31	18	30	30	28	30	7	28	29	27	24	26	1	23	31	12	2	23	25	31	29	5				
Percentage green	97%	97%	97%	95%	94%	94%	93%	94%	100%	93%	94%	93%	89%	96%	100%	85%	97%	86%	200%	92%	89%	97%	94%	100%				
Number non-green	1	1	1	1	2	2	2	2	0	2	2	2	3	1	0	4	1	2	-1	2	3	1	2	0				
Percentage non-green	3%	3%	3%	5%	6%	6%	7%	6%	0%	7%	6%	7%	11%	4%	0%	15%	3%	14%	-100%	8%	11%	3%	6%	0%				

BST Scorecard – BST Meeting and Information Requests

For Period Ending: August 25, 2006		BST Sponsor Meetings						BST Lead Meetings					COLOR CODES
DUE DATE		5/10/06	6/27/06	7/25/06	8/29/06	9/26/06	10/24/06	6/20/06	7/18/06	8/22/06	9/19/06	10/17/06	
ACTIVITY		BST Sponsor Orientations	BST Sponsor Meetings	BST Sponsor Meeting	BST Sponsor Meeting	BST Sponsor Meeting	BST Sponsor Meeting	BST Lead Orientations	BST Lead Meeting	BST Lead Meeting	BST Lead Meeting	BST Lead Meeting	
													White - Not begun
													Blue - Complete
													Tan - Delayed
Administrative Office of the Courts		G	G	G				G	G				Yellow-Request not Complete, deadline pending 5-day grace pd
Crime Control & Public Safety		G	G	G				G	G				
Department of Admin./Lt. Governor's Office		G	G	G				G	G				
Department of Agriculture		G	G	G				G	G				Red-Request not Complete, deadline past 5-day grace pd
Department of Commerce		G	G	G				G	G				
Department of Corrections		G	G	G				G	G				
Department of Cultural Resources		G	G	G				G	G				Pink-Completion pending w/special circumstances
Dept. of Environment & Natural Rsrces.		G	G	G				G	G				
Dept. of Health & Human Services		G	G	G				G	G				
Department of Insurance		G	G	G				G	G				Yellow-Request not Complete, deadline pending 5-day grace pd
Department of Justice		G	Y	G				G	G				
Dept. of Juvenile Justice & Delinq. Prev.		G	G	G				G	G				
Department of Labor		G	G	G				G	G				Red-Request not Complete, deadline past 5-day grace pd
Department of Public Instruction		R	G	G				G	G				
Department of Revenue		G	G	G				G	G				
Department of Transportation		G	G	G				G	G				Pink-Completion pending w/special circumstances
Employment Security Commission of NC		G	G	R				G	G				
NC Education Lottery		R	Y	G				G	G				
Information Technology Services		G	G	G				G	G				Yellow-Request not Complete, deadline pending 5-day grace pd
NC Community College System		G	R	R				G	G				
NC Housing Finance Agency		G	G	G				G	G				
Office of Administrative Hearings		G	G	G				G	G				Red-Request not Complete, deadline past 5-day grace pd
Office of the State Auditor		G	G	G				G	G				
Office of the State Controller		G	G	G				G	G				
Department of the Secretary of State		G	G	G				G	G				Pink-Completion pending w/special circumstances
State Board of Elections		Y	Y	R				G	G				
Office of State Budget & Mgmt./Gov's Office		G	G	G				G	G				
Department of State Treasurer		G	G	G				G	G				Yellow-Request not Complete, deadline pending 5-day grace pd
Wildlife Resources Commission		G	G	G				G	G				
Office of State Personnel		G	G	G				G	G				
NC School of Science & Math		N/A	N/A	N/A				N/A	N/A				Red-Request not Complete, deadline past 5-day grace pd
State Health Plan		G	R	R				G	G				
Overall Scorecard Scoring													
Number green		28	26	27				31	31				Green - Information Request Completed (C - Request completed, returned)
Percentage green		88%	81%	84%	0%	0%	0%	97%	97%	0%	0%	0%	
Number non-green		4	6	5	32	32	32	1	1	32	32	32	
Percentage non-green		13%	19%	16%	100%	100%	100%	3%	3%	100%	100%	100%	

For Period Ending: August 25, 2006		BST Information Requests				COLOR CODES
DUE DATE		5/22/06	6/28/06	8/14/06 - 6/28/06	7/5/06	
ACTIVITY		Submit BST Member Contacts	Submit Job Classification Info.	Agency Leadership Interviews	BST Communications Survey	
						White - Not begun
						Blue - Complete
						Tan - Delayed
Administrative Office of the Courts		G	G	N/A	G	Yellow-Request not Complete, deadline pending 5-day grace pd
Crime Control & Public Safety		G	G	G	G	
Department of Admin./Lt. Governor's Office		Y	G	N/A	G	
Department of Agriculture		G	G	N/A	G	Red-Request not Complete, deadline past 5-day grace pd
Department of Commerce		G	G	N/A	G	
Department of Corrections		G	G	G	G	
Department of Cultural Resources		G	G	G	G	Pink-Completion pending w/special circumstances
Dept. of Environment & Natural Rsrces.		G	G	G	G	
Dept. of Health & Human Services		G	G	G	G	
Department of Insurance		G	G	N/A	G	Yellow-Request not Complete, deadline pending 5-day grace pd
Department of Justice		Y	Y	G	G	
Dept. of Juvenile Justice & Delinq. Prev.		G	Y	N/A	R	
Department of Labor		Y	G	G	G	Red-Request not Complete, deadline past 5-day grace pd
Department of Public Instruction		Y	Y	G	R	
Department of Revenue		Y	Y	G	G	
Department of Transportation		G	G	G	G	Pink-Completion pending w/special circumstances
Employment Security Commission of NC		G	G	N/A	G	
NC Education Lottery		Y	Y	N/A	G	
Information Technology Services		G	G	G	G	Yellow-Request not Complete, deadline pending 5-day grace pd
NC Community College System		G	G	N/A	G	
NC Housing Finance Agency		G	G	N/A	G	
Office of Administrative Hearings		G	G	N/A	G	Red-Request not Complete, deadline past 5-day grace pd
Office of the State Auditor		G	G	N/A	G	
Office of the State Controller		G	G	G	G	
Department of the Secretary of State		Y	G	N/A	G	Pink-Completion pending w/special circumstances
State Board of Elections		G	G	N/A	R	
Office of State Budget & Mgmt./Gov's Office		G	G	N/A	G	
Department of State Treasurer		G	G	G	G	Green - Information Request Completed (C - Request completed, returned)
Wildlife Resources Commission		G	G	N/A	G	
Office of State Personnel		G	G	N/A	G	
State Health Plan		Y	Y	N/A	R	
Overall Scorecard Scoring						
Number green		23	25	13	27	Green - Information Request Completed (C - Request completed, returned)
Percentage green		72%	78%	100%	84%	
Number non-green		9	7	0	5	
Percentage non-green		28%	22%	0%	16%	

Improving Communications

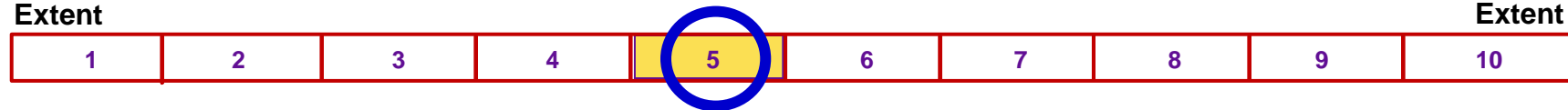


We Need Your Help!

In our organizational risk assessment, agency leaders ranked our current project communications effectiveness as a 5 out of 10.

To a Small
Extent

To a Large
Extent



Positive Comments

- Numerous communications about the project have been sent out to agency leadership, which is great. We are all onboard!
- Agency leadership supports the BEACON HR/Payroll Project, now is the time to communicate about the project to the masses. Remember...you can't communicate enough about this project.

Needs Improvement

- Increased knowledge, more communication and better understanding is needed to help our people better acceptance the new BEACON HR/Payroll solution.
- Agency employees should be informed of and understand the benefits of the new system and the opportunities it provides for them.

Improving Communications

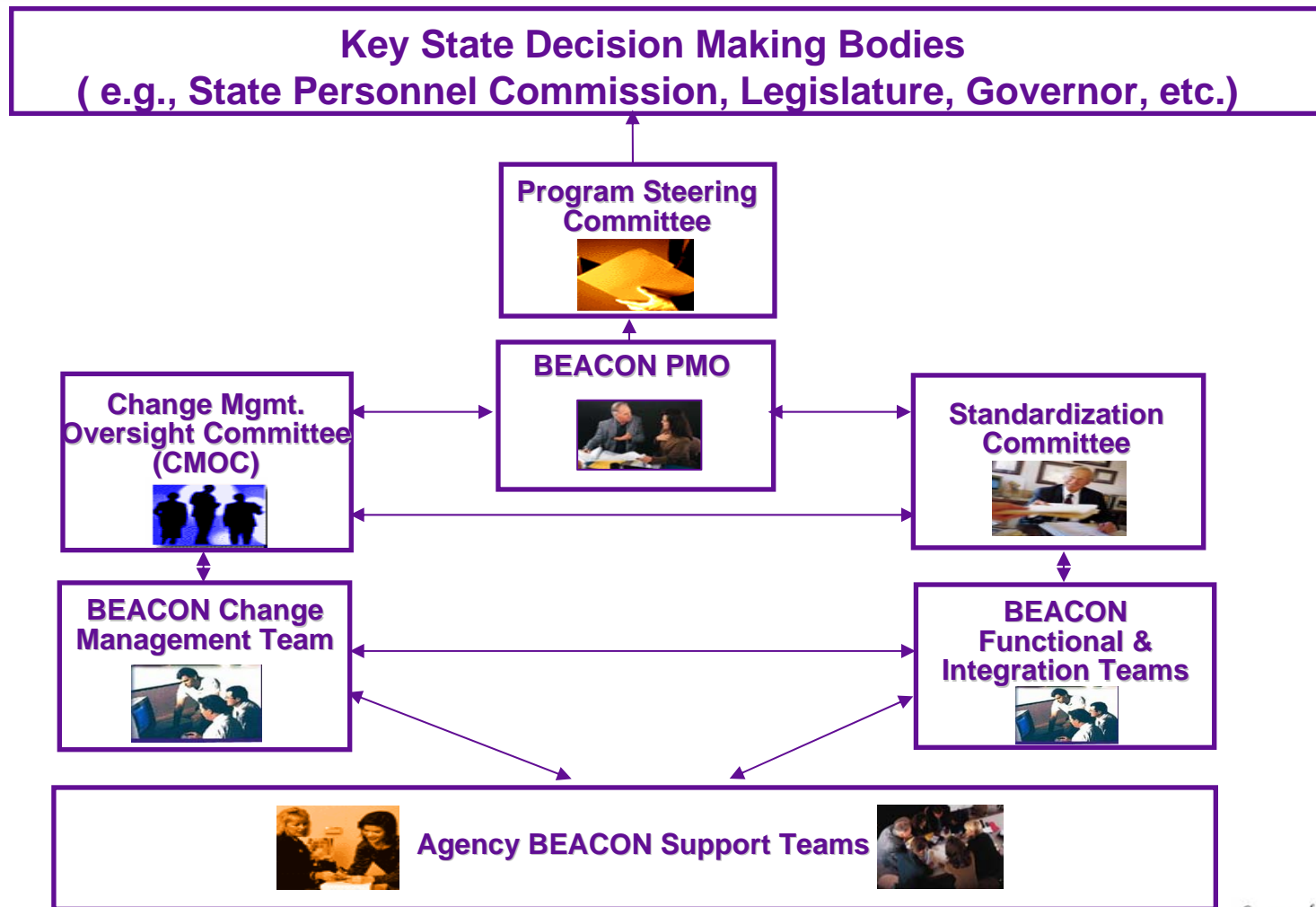
- **BST Sponsor Expectations**
 - Support and monitor communication activities within their agencies and provide assistance when necessary
 - Identify communications opportunities at your agency and get BEACON on the agenda
 - Give the BST Leads and Communications Agents the authority to communicate throughout your agency
 - Communicate BEACON HR/Payroll Project information to agency leadership
 - Encourage agency leadership to deliver key BEACON HR/Payroll Project information to agency staff
 - Identify communications issues and risks
 - Do we have enough resources to be successful?
- **BST Lead/Communication Agent Expectations**
 - BST Leads are expected to take an active and visible role in communicating BEACON HR/Payroll information and promotional materials within their respective agencies.
 - Contact agency SMEs after workshops
 - Communicate issues and status to agency leaders and BST Sponsors
 - BST Leads and Communications Agents are expected to plan and conduct targeted BEACON HR/Payroll Project awareness and progress meetings with agency staff on a monthly basis (more often if needed).
 - Identify key agency and departmental meetings
 - Request time on the meeting agenda

Improving Communications

- BEACON HR/Payroll Project Team Support
 - The BEACON HR/Payroll Communications Team will provide BST Leads and Communication Agents with BEACON communications materials and support agencies in delivering key messages.
 - Monthly Communications Toolkit
 - Communications timeline
 - Custom communications for newsletters, departmental meetings, and agency meetings
 - Timely website updates and the addition of new password enabled links to BST presentation materials and workshop documentation
 - BST Leads will be added to the BEACON HR/Payroll Project website as agency contacts
 - Onboard new Communications Lead

Project Governance Structure Update

Governance Structure





How We Will Work Together

- **Key State Decision Making Bodies** – Support/approve final decision on process standardization, policy and procedure, and organizational structure (e.g., shared services)
- **Program Steering Committee** – Provides direction consistent with overall BEACON HR/Payroll Project goals; provides highest level of escalation for issues resolution and scope changes
- **BEACON PMO** – Coordinates Change Management Oversight Committee and Standardization Committee activities; makes recommendations to Steering Committee
- **Standardization Committee** – Defines and documents strategy to standardize BEACON HR/Payroll business processes and makes implementation recommendations to BEACON PMO
- **Change Management Oversight Committee** – Sets direction for the BEACON HR/Payroll Project change management approach; makes recommendations to BEACON PMO regarding change management issues
- **BEACON Change Management Team** – Responsible for overall planning and coordination of BEACON HR/Payroll Project change management, communication, organization design and workforce transition activities; makes change management recommendations to Change Management Oversight Committee
- **BEACON Functional/Integration Team** – Responsible for development of HR/Payroll business processes; makes process standardization recommendations to Standardization Committee
- **Agency BEACON Support Teams** – Facilitate and execute BEACON HR/Payroll change management, communication, organization design and workforce transition strategies and plans

CMOC Members

- Office of State Budget and Management (OSBM)
 - Tom Newsome - Chair
 - Jonathan Womer
 - Jim Dolan
- Office of State Personnel (OSP)
 - Dusty Wall
 - Ann Cobb
 - Drake Maynard
- Office of the State Controller (OSC)
 - Edith Cannady

Workforce Transition Overview

What is Workforce Transition?

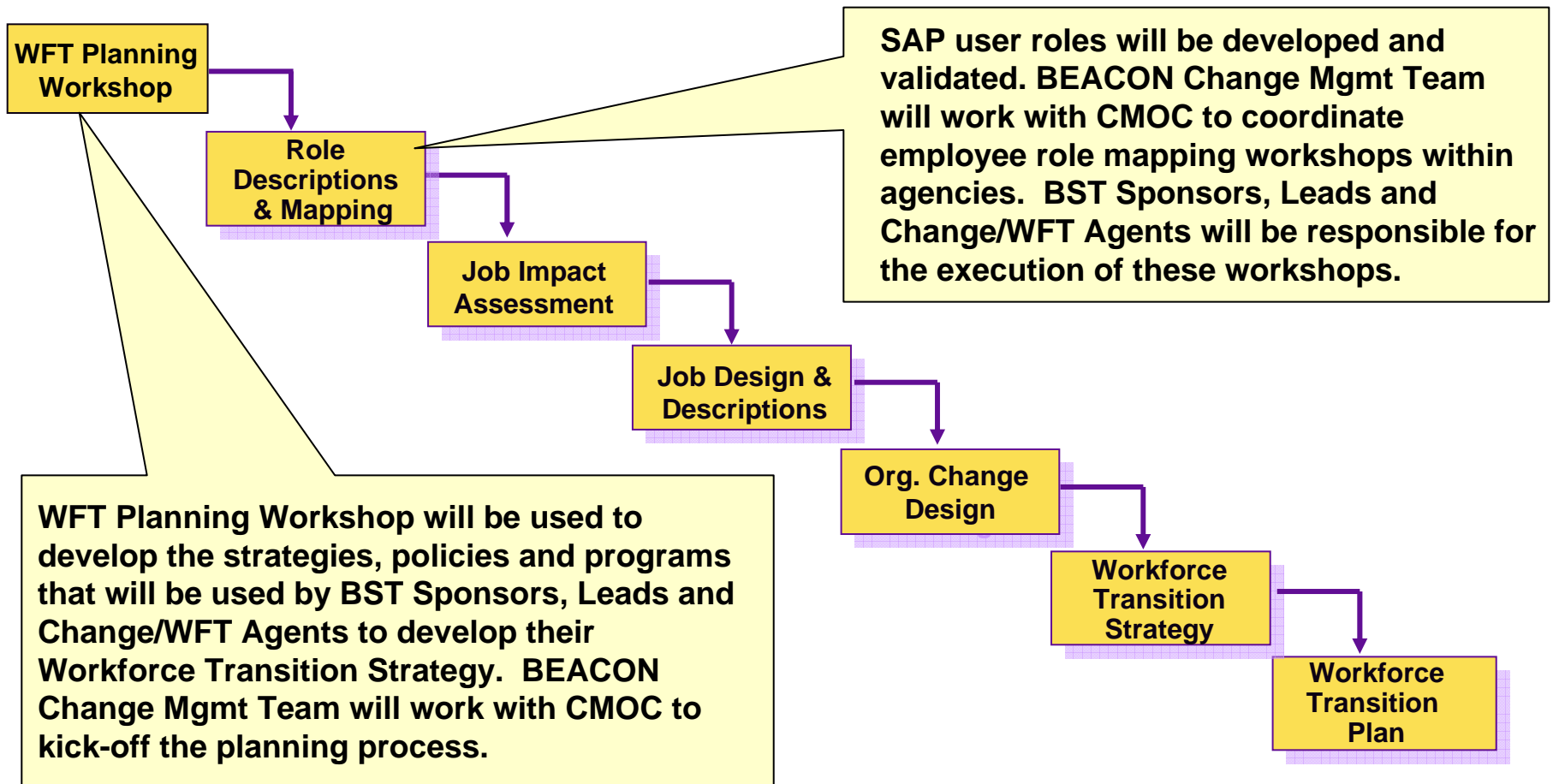
Simply stated:

- Workforce Transition (WFT) is a roadmap for managing all of the BEACON HR & Payroll job changes that will impact the State's workforce.

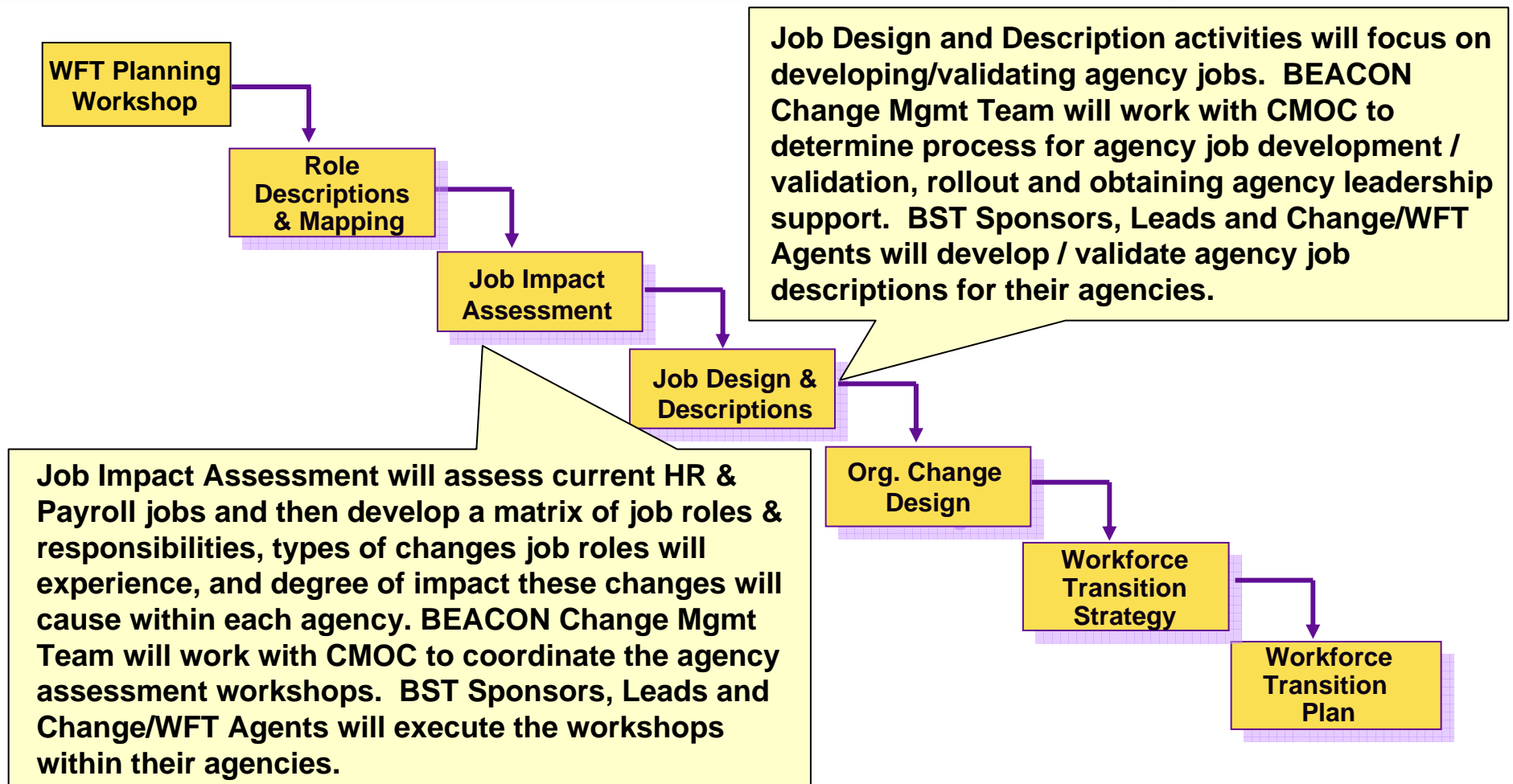
Purpose:

- To provide agencies with an understanding of how jobs will be changing and to guide the Human Resources function in transitioning the workforce into these updated or new jobs.
- It is **NOT** a process to eliminate people's jobs or reduce the workforce.
 - Note: Workforce transition activities will address sensitive organizational issues and will require confidentiality

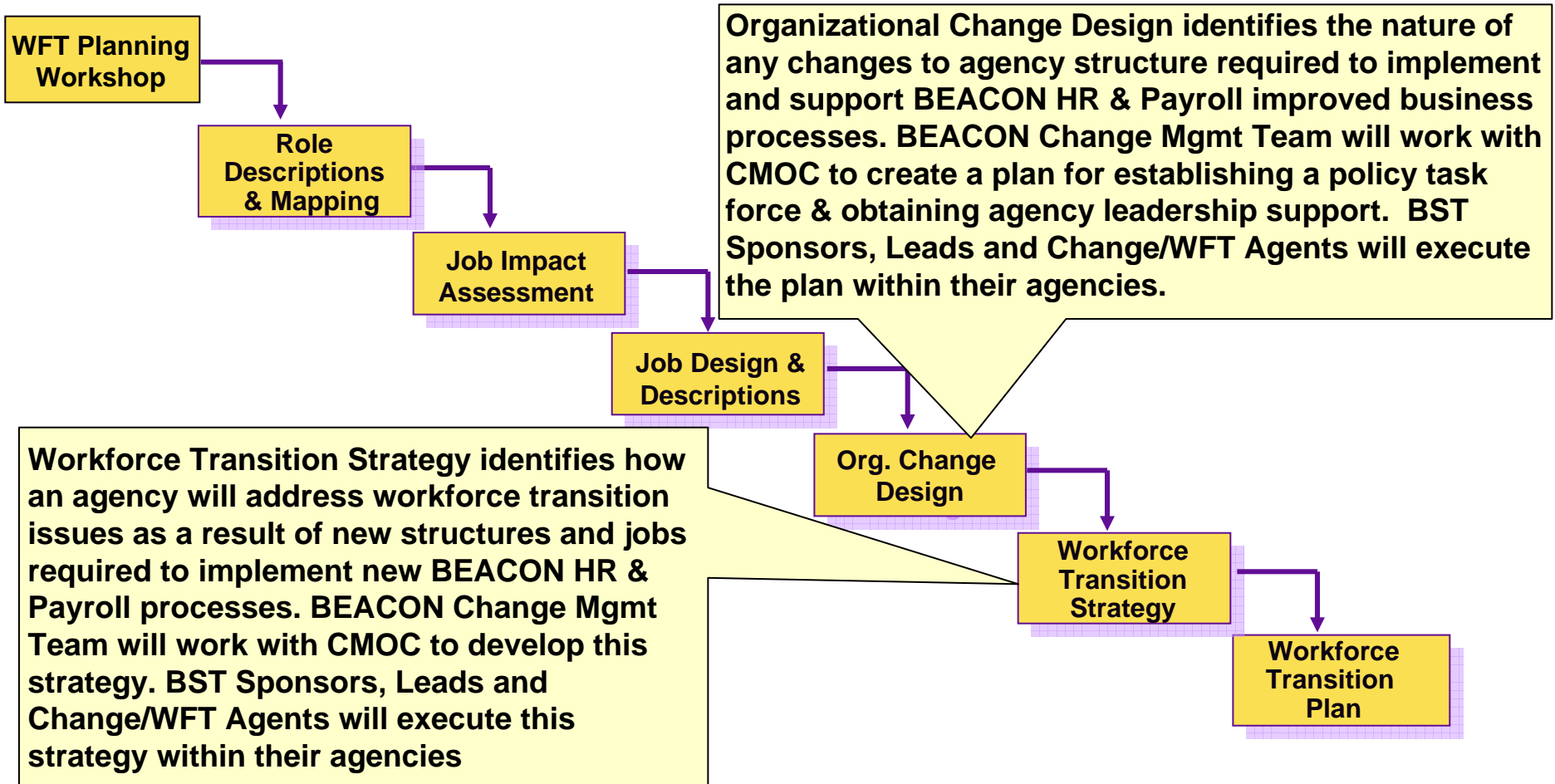
Workforce Transition Activities & Expectations



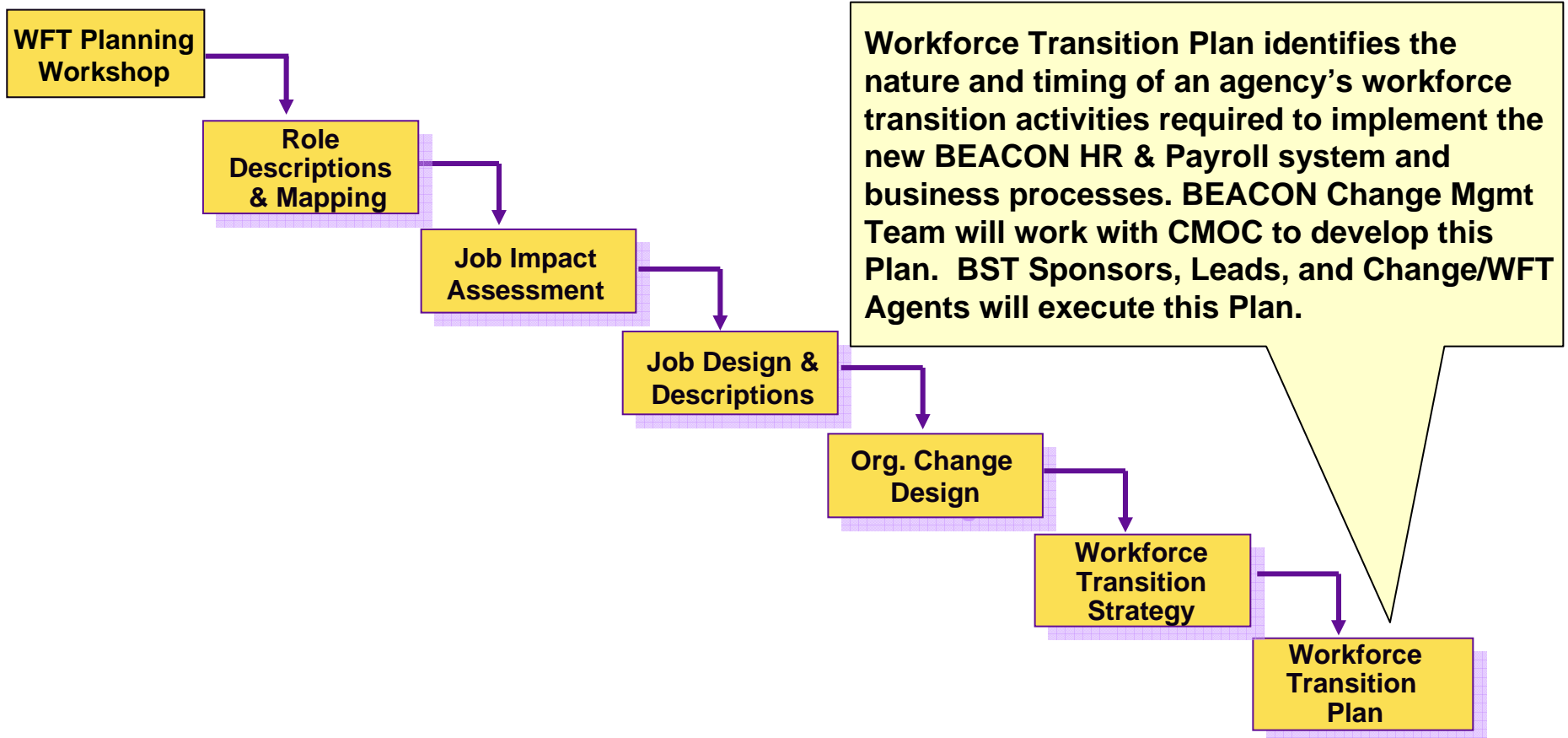
Workforce Transition Activities & Expectations



Workforce Transition Activities & Expectations



Workforce Transition Activities & Expectations



Upcoming Project Activities

Upcoming Project Activities

What do we need from you?

- Examine BST scorecard information to determine areas that need to be addressed
- Examine agency communication infrastructure, opportunities, issues, and risks
- Identify ways to give BST Leads and Communication Agents the required level of authority
- Encourage agency SME participation in Wave 2 Design Sessions

Upcoming Project Activities

What can you expect from us?

- Distribute Wave 2 Design Session invitations/communications
- Update BEACON HR/Payroll Project website on a weekly basis
- Draft July/August edition of “The BEACON View” newsletter
- Communicate organizational risk assessment findings
- Develop Communications Toolkit for BST Leads/Communications Agents
- Participate in State Employee Association of North Carolina (SEANC) Convention September 7th – 9th

Questions and Answers



Upcoming BST Sponsor Meetings

Date	Time
Tuesday, September 26 th	10 am – 11 am
Tuesday, October 24 th	10 am – 11 am
Tuesday, November 28 th	10 am – 11 am
Tuesday, December 19 th	10 am – 11 am

Check out the BEACON HR/Payroll Project website at:

www.beacon.nc.gov



BEACON HR/Payroll Project Resources

If you have any questions pertaining to the BSTs, please contact:

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